

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**ASSISTANT HUMAN RESOURCES DIRECTOR  
HUMAN RESOURCES DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs complex professional, technical and administrative work in assisting the Human Resources Director in planning, directing, and supervising the City's personnel management programs. Employee reports to the Human Resources Director.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class is responsible for supervising and administering programs and activities of the Human Resources Department. Work involves recruiting and interviewing applicants, conducting performance evaluations, and supervising Human Resources divisions as assigned by the Human Resources Director. Employee designs and develops personnel policies and procedures, conducts new employee orientations and training programs, assists with developing the departmental budget, and facilitates the resolution of employee issues within specified City departments. Supervision is exercised over technical and clerical personnel. Work is performed with considerable independence, requires extensive independent judgment and initiative in making decisions with a high degree of accountability, is performed under the limited supervision of the Human Resources Director, and is evaluated through conferences, analysis of program achievements, goal attainments and resolution of problems.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Supervises the work of staff employed in the divisions assigned by the Human Resources Director.

Drafts and recommends personnel policies.

Assists the Human Resources Director with employee relations issues and conducts investigations of employee misconduct in various departments.

Provides technical, administrative and clerical support to the Civil Service Board.

Conducts employee orientation and training sessions.

Assists the Human Resources Director with staffing and personnel management problems and issues; advises department directors, employees and applicants on personnel regulations and policies; conducts research on personnel-related issues.

Conducts performance evaluations and maintains related reports.

Assists in preparing and reviewing departmental budget.

Prepares various letters of correspondence, reports and forms in support of personnel functions.

## **ASSISTANT HUMAN RESOURCES DIRECTOR**

Evaluates Training Division objectives and makes recommendations for improvements and/or changes in the City-wide Training and Employee Development Plan.

Prepares reports and presentations; develops plans and operational policies and procedures.

Performs special projects for the Human Resources Director including the preparation of statistical reports and program evaluation and planning.

Assists the Human Resources Director in the overall operation of the departments; acts as the Human Resources Director in his/her absence.

### **ADDITIONAL JOB FUNCTIONS**

Performs related work assignments as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of the principles and practices of public personnel administration.

Considerable knowledge of personnel and management principles, practices and techniques as they relate to the administration of manpower resources and planning, staff development and training, policy development and administration, employee relations, and related personnel and management functions and services.

Considerable knowledge of organization, functions and programs of City government.

Considerable knowledge of the current literature, trends, and developments in the field of governmental personnel administration.

Working knowledge of local, state and federal laws and regulations related to personnel management policies and procedures.

General knowledge of administrative, managerial and supervisory practices and techniques involved in directing personnel management programs and services.

Ability to provide leadership and to assist with the planning, development and establishment of new, modified and/or improved personnel programs, services and activities.

Ability to work with a variety of officials at different levels of government under differing managerial controls and at different physical locations.

Ability to organize, supervise and evaluate effective personnel management programs and services and to promote personnel management practices as a part of the total management process.

Ability to establish and maintain effective working relationships with departmental or organizational supervisors, managers, division directors, consultants and State personnel representatives.

Ability to communicate effectively with individuals and groups orally and in writing.

### **MINIMUM EXPERIENCE AND TRAINING**

Bachelor's degree in business or personnel administration or a related field, and 3 to 5 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

## ASSISTANT HUMAN RESOURCES DIRECTOR

### COMPETENCIES

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Organizational and Community Sensitivity:** Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 24  
Exempt